



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending September 30, 2006

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.80	5.50	4.70	5.33
B. Operator Answer Time - Information [730.510(a)(1)]	5.04	3.88	4.70	4.54
C. Repair Office Answer Time [730.510(b)(1)]	31.00	17.00	20.00	22.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	185.00 *	41.00	18.00	81.33 *
E. Percent of Service Installations [730.540(a)]	96.00%	95.00%	95.00%	95.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.00%	93.00% *	95.00%	94.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.10	2.20	1.80	2.03
H. Percent Repeat Trouble Reports [730.545(c)]	15.00%	16.00%	17.00%	16.00%
I. Percent of Installation Trouble Reports [730.545(f)]	5.00%	5.00%	5.00%	5.00%
J. Missed Repair Appointments [730.545(h)]	98	97	91	95
K. Missed Installation Appointments [730.540(d)]	65	85	79	76

Comments



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